

09/875,083



Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Dean C. MARCHAND et al.	<b>Reply under 37 CFR 1.116 EXPEDITED PROCEDURE</b>
Application No.: 09/875,083	Examiner: Deane Jr, W.
Filed: June 6, 2001	Group Art Unit: 2642
Attorney Docket No.: 09710-1169	
Client Docket No.: COS99012	

IS/D  
smc  
6/17/04

**RECEIVED**

For: SERVICE MANAGEMENT SYSTEM BLOCKING

JUN 15 2004

**BOX AF**

Assistant Commissioner for Patents  
Alexandria, VA 22313-1450

Technology Center 2600

**RESPONSE UNDER 37 CFR 1.116**

Dear Sir:

In response to the final Office Action of April 6, 2004, please amend this application as follows:

**AMENDMENT AND REPRESENTATION OF CLAIMS..... 2**

**REMARKS.....6**